

# EXHIBIT C

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

## Redacted A/C Privilege

Account: 0002003191-Lisa Bryant

Date: Tuesday, March 31, 2020 6:46 PM

Type: Incoming

Contact: Borrower

Subject: New QWR

Created by CJOHNSON on

Last changed by on

No follow up requested

Received letter dated 3/17/20 by Certified Mail from borrower. Similar to previous letters.

Mailed confirmation of receipt and response letter to borrower's new QWR (duplicative requests) via regular mail on 3/20/20 .

Redacted A/C Privilege

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

## Redacted A/C Privilege

Account: 0002003191-Lisa Bryant  
Date: Friday, January 10, 2020 7:34 PM  
Type: Incoming  
Contact: Borrower  
Subject: QWR response

Created by CJOHNSON on  
Last changed by on  
No follow up requested

Mailed response letter to 1-4-20 QWR from borrower (duplicative) via regular mail.

Account: 0002003191-Lisa Bryant  
Date: Thursday, January 9, 2020 6:27 PM  
Type: Incoming  
Contact: Borrower  
Subject: Letter received 1/9/20 - new QWR

Created by CJOHNSON on  
Last changed by on  
No follow up requested

Received letter dated 1/4/20 by Certified Mail from borrower. Letter indicates sent by fax on 1/4/20

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### New Fax

A fax of 2 pages has been received on 2020/01/06 13:55:53 at your fax number (+18775634161) and has been attached to this email.

Tracking Number: ct18775634161-20200106105553103-234-25  
Received from (CSID): +15102565594  
Received from (Caller ID): 15102565594  
Number of Pages: 2 pages  
Time Received: 2020/01/06 13:55:53

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## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, December 17, 2019 2:30 PM  
 Type: Incoming  
 Contact: Email from Support Team  
 Subject: Email from Support Team

Created by DHERNANDEZ on  
 Last changed by on  
 No follow up requested

From: Support@HLP.org [mailto:Support@HLP.org]  
 Sent: Tuesday, December 10, 2019 10:17 AM  
 To: Damian Hernandez  
 Subject: Re: MMS | Unable to Register {329473}

## Reply ABOVE THIS LINE to add a note to this request ##  
 Request Update View the complete request history

Damian,

We are looking into this and any updates, you will be notified ASAP!

Appreciate your patience.  
 Regards,  
 The Support Team

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, December 11, 2019 7:37 PM  
 Type: Incoming  
 Contact: Borrower  
 Subject: QWR

Created by CJOHNSON on  
 Last changed by on  
 No follow up requested

Mailed MMS 12/10/19 letter (QWR) to borrower via regular mail.

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, December 11, 2019 7:30 PM  
 Type: Incoming  
 Contact: Email to borrower  
 Subject: Response to QWR received 12/6/19

Created by SBHARDWAJ on  
 Last changed by on  
 No follow up requested

Emailed a copy of the response to QWR to borrower as requested by her.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, December 10, 2019 5:15 PM  
 Type: Incoming  
 Contact: Email from Support Team  
 Subject: Email from Support Team

Created by DHERNANDEZ on  
 Last changed by on  
 No follow up requested

From: Support@HLP.org [mailto:Support@HLP.org]  
 Sent: Monday, December 09, 2019 5:57 PM  
 To: Damian Hernandez  
 Subject: Re: MMS | Unable to Register {329473}

## Reply ABOVE THIS LINE to add a note to this request ##  
 Request Update View the complete request history

Hello Damian,  
 We have received your request for support. An agent will be assigned to your request and will respond to you shortly.  
 Your request has been assigned ticket #: 329473.  
 Thank you,  
 The Support Team

Lisa Bryant000027

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant	Created by CJOHNSON on
Date: Friday, December 6, 2019 6:43 PM	Last changed by on
Type: Incoming	No follow up requested
Contact: Borrower	
Subject: Letter dated 12/02/2019 for QWR	

Received letter dated 12/02/2019 by Certified Mail from borrower on 12/6/19. Letter indicates sent by fax on 12/02/2019 - did not notice any faxes received by borrower on that date or thereafter. Scanned to network.

Account: 0002003191-Lisa Bryant	Created by CJOHNSON on
Date: Monday, December 2, 2019 6:14 PM	Last changed by on
Type: Incoming	No follow up requested
Contact: Home Means Nevada Inc	
Subject: Foreclosure Mediation	

Received 11-21-19 letter from Home Means Nevada Inc with copy of Petition for Foreclosure Mediation Assistance filed by borrower on 11/19/19.  
Saved to network.

**Redacted A/C Privilege**

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

## Redacted A/C Privilege

Account: 0002003191-Lisa Bryant  
Date: Monday, July 22, 2019 2:08 PM  
Type: Incoming  
Contact: Email to FC Attorney  
Subject:

Created by DHERNANDEZ on  
Last changed by on  
No follow up requested

From: Damian Hernandez  
Sent: Monday, July 22, 2019 2:08 PM  
To: 'damian@dwaldmanlaw.com'; nick@dwaldmanlaw.com  
Cc: marty@dwaldmanlaw.com; caleb@dwaldmanlaw.com; Foreclosure  
Subject: RE: Re[2]: RE: PVK RE: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015 - RE: Lisa Bryant Current Reinstatement and Payment History

Hi,

The Servicing License for Nevada is now active.

Account can proceed.

Thank you,

Damian Hernandez  
Madison Management Services, LLC  
4600 Kietzke Lane,  
Suite B119,  
Reno, NV 89502  
Tel: 877-563-4164 Ext. 108  
Fax: 877-563-4161  
Email: dhernandez@madisonmanagement.net

Account: 0002003191-Lisa Bryant  
Date: Tuesday, July 9, 2019 10:43 AM  
Type: Incoming  
Contact: Note  
Subject:

Created by DHERNANDEZ on  
Last changed by on  
No follow up requested

<https://nmlsconsumeraccess.org/EntityDetails.aspx/COMPANY/185724>

Lisa Bryant000029

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
Date: Tuesday, July 9, 2019 10:41 AM  
Type: Incoming  
Contact: Changing Follow Up Date  
Subject:

Created by DHERNANDEZ on  
Last changed by on  
No follow up requested

Changing Follow Up Date

**Redacted A/C Privilege**

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

The investor for the above account has been notified of the payment history being needed.

It is not readily available.

Thank you,

Damian Hernandez  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Tel: 877-563-4164 Ext. 108  
 Fax: 877-563-4161  
 Email: dhernandez@madisonmanagement.net

Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant

Date: Tuesday, December 4, 2018 5:23 PM

Type: Incoming

Contact: Email to Investor

Subject:

Created by DHERNANDEZ on Tuesday, December 4, 2018 5:23 PM

Last changed by kcordell on Tuesday, December 4, 2018 7:00 PM

No follow up requested

-----Original Message-----

From: Damian Hernandez

Sent: Tuesday, December 04, 2018 9:05 AM

To: 'Howard Katz'

Cc: pwrply@pacbell.net; Foreclosure

Subject: RE: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015

Howard,

That is not how it works unfortunately.

Damian Hernandez  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Tel: 877-563-4164 Ext. 108  
 Fax: 877-563-4161  
 Email: dhernandez@madisonmanagement.net

Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant

Date: Tuesday, December 4, 2018 5:23 PM

Type: Incoming

Contact: Email from Investor

Subject:

Created by DHERNANDEZ on Tuesday, December 4, 2018 5:23 PM

Last changed by kcordell on Tuesday, December 4, 2018 7:00 PM

No follow up requested

-----Original Message-----

From: Howard Katz [mailto:howard.ggdoor@gmail.com]

Sent: Monday, December 03, 2018 10:36 AM

To: Damian Hernandez

Cc: pwrply@pacbell.net; Foreclosure

Subject: Re: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015

She should prove she made payments



## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Sent from my iPhone

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Tuesday, December 4, 2018 5:23 PM
Date: Tuesday, December 4, 2018 5:23 PM	Last changed by kcordell on Tuesday, December 4, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email to Investor	
Subject:	

-----Original Message-----

From: Damian Hernandez

Sent: Monday, December 03, 2018 10:37 AM

To: 'Howard Katz'

Cc: pwrply@pacbell.net; Foreclosure

Subject: RE: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015

Howard,

The seller of the loan will need to be contacted or previous servicer(s).

Madison does not back track loan histories.

Damian Hernandez

Madison Management Services, LLC

400 Morris Ave Suite 222

Denville, NJ 07834

Tel: 877-563-4164 Ext. 108

Fax: 877-563-4161

Email: dhernandez@madisonmanagement.net

Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Tuesday, December 4, 2018 5:22 PM
Date: Tuesday, December 4, 2018 5:22 PM	Last changed by kcordell on Tuesday, December 4, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email from Investor	
Subject:	

-----Original Message-----

From: Howard Katz [mailto:howard.ggdoor@gmail.com]

Sent: Monday, December 03, 2018 10:36 AM

To: Damian Hernandez

Cc: pwrply@pacbell.net; Foreclosure

Subject: Re: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015

How do we do it?

Sent from my iPhone

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Tuesday, December 4, 2018 5:22 PM
Date: Tuesday, December 4, 2018 5:22 PM	Last changed by kcordell on Tuesday, December 4, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email to Investor	
Subject:	

-----Original Message-----

From: Damian Hernandez

Sent: Monday, December 03, 2018 9:31 AM

To: 'Howard Katz'

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Cc: pwrply@pacbell.net; Foreclosure

Subject: RE: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015

Hi,

It is needed from origination, not just from PVK's ownership.

Thank you,

Damian Hernandez  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Tel: 877-563-4164 Ext. 108  
 Fax: 877-563-4161  
 Email: dhernandez@madisonmanagement.net

Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Tuesday, December 4, 2018 5:22 PM
Date: Tuesday, December 4, 2018 5:22 PM	Last changed by kcordell on Tuesday, December 4, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email from Investor	
Subject:	

-----Original Message-----

From: Howard Katz [mailto:howard.ggdoor@gmail.com]

Sent: Friday, November 30, 2018 6:16 PM

To: Damian Hernandez

Cc: pwrply@pacbell.net; Foreclosure

Subject: Re: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015

It's easy she's never made one payment to me ever. Thank you

Sent from my iPhone

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Friday, November 30, 2018 1:52 PM
Date: Friday, November 30, 2018 1:52 PM	Last changed by kcordell on Friday, November 30, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email to Investor	
Subject:	

-----Original Message-----

From: Damian Hernandez

Sent: Friday, November 30, 2018 1:52 PM

To: 'Howard Katz'; pwrply@pacbell.net

Cc: Foreclosure

Subject: MMS - Lisa Bryant - 0002003191 - 719 N. Racetrack Road, Henderson, NV 89015

Hi,

Counsel is requesting a full payment history from loan origination.

Borrower is raising litigation on verifying payment status it seems.

Thank you,

Damian Hernandez  
 Madison Management Services, LLC

Lisa Bryant000033

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Friday, November 30, 2018 1:50 PM
Date: Friday, November 30, 2018 1:50 PM	Last changed by kcordell on Friday, November 30, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email from Investor	
Subject:	

## -----Original Message-----

From: Howard Katz [mailto:howard.ggdoor@gmail.com]  
 Sent: Thursday, November 29, 2018 2:32 PM  
 To: Damian Hernandez; pwrply@pacbell.net  
 Subject: Bryant

Please update me on this file. Thank you

Sent from my iPhone

Account: 0002003191-Lisa Bryant	Created by DSUTULA on Thursday, November 29, 2018 2:02 PM
Date: Thursday, November 29, 2018 2:02 PM	Last changed by kcordell on Thursday, November 29, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact:	
Subject:	

Response to Complaint Letter sent via regular mail to:

Financial Institutions Division  
 Department of Business & Industry

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Wednesday, November 21, 2018 2:39 PM
Date: Wednesday, November 21, 2018 2:39 PM	Last changed by kcordell on Wednesday, November 21, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Follow-up Date Change	
Subject:	

Follow-up Date Change

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Monday, November 19, 2018 10:39 AM
Date: Monday, November 19, 2018 10:39 AM	Last changed by kcordell on Monday, November 19, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Follow-up Date Change	
Subject:	

Follow-up Date Change

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

## Redacted A/C Privilege

Account: 0002003191-Lisa Bryant

Date: Tuesday, August 28, 2018 6:29 PM

Type: Incoming

Contact: Email to Lender

Subject:

Created by ARIVERA on Tuesday, August 28, 2018 6:29 PM

Last changed by kcordell on Tuesday, August 28, 2018 7:00 PM

No follow up requested

From: Anasia Rivera  
Sent: Tuesday, August 28, 2018 1:45 PM  
To: 'Howard Katz'  
Cc: 'john vach'; Howard Katz  
Subject: RE: Bryant

Hi Howard,

Lisa is requesting the payment history for the loan. Please see attached. We do not have one on file for this property.

Respectfully,

Anasia Rivera  
Asset Manager  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 117

\*Please note my extension has changed to 117\*

Please allow 24-48 hrs for email response.

Madison Management Services, LLC

Tuesday, April 14, 2020

## Redacted A/C Privilege

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Wednesday, June 27, 2018 10:11 AM
Date: Wednesday, June 27, 2018 10:11 AM	Last changed by kcordell on Wednesday, June 27, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

She received a letter from the attorney stating the servicer is willing to work with her. I asked her if it said that exactly or said if it said that the servicer may be willing to work her. I detailed that she does not qualify for any programs and only a fully reinstatement. She began to say what she is doing. I informed her that we do not need to know what step she is in. Providing us with steps is immaterial and we only need to know when she has received the assistance and provides us with documentation on the assistance. Lisa furthered on that she thinks this is fraud and wants her loan documents with her signature. I told her she can contact the county recorder directly and obtain copies. I would not go into detail on what fraud and victimization was being made. I advised her to contact an attorney to investigate her allegations since fraud is not something to be taken lightly.

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Wednesday, June 20, 2018 4:44 PM
Date: Wednesday, June 20, 2018 4:44 PM	Last changed by kcordell on Wednesday, June 20, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

Said she received a statement, I explained every loan receives a statement for most cases. Asked that the notes be noted that she is apply for a program on principal reduction.

Account: 0002003191-Lisa Bryant	Created by KCORDELL on Friday, June 22, 2018 12:07 PM
Date: Tuesday, June 12, 2018 3:31 PM	Last changed by kcordell on Friday, June 22, 2018 12:07 PM
Type: Incoming	No follow up requested
Contact: sbhardwaj	
Subject: Privacy Policy	

Mailed Privacy Policy with monthly statement

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Thursday, June 7, 2018 2:53 PM
Date: Thursday, June 7, 2018 2:53 PM	Last changed by kcordell on Thursday, June 7, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact:	
Subject:	

Default Notice expires 6/25/18

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

From: Anasia Rivera  
Sent: Tuesday, May 22, 2018 11:22 AM  
To: 'Howard Katz'; john vach  
Subject: RE: Bryant

Thank you. I have contact the attorney to begin the foreclosure. Thank you.

Respectfully,

Anasia Rivera  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 17  
Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:howard.ggdoor@gmail.com]  
Sent: Monday, May 21, 2018 3:20 PM  
To: Anasia Rivera; john vach  
Subject: Re: Bryant

Approved

Account: 0002003191-Lisa Bryant  
Date: Friday, May 18, 2018 11:48 AM  
Type: Incoming  
Contact: Email to Lender  
Subject:

Created by ARIVERA on Friday, May 18, 2018 11:48 AM  
Last changed by kcordell on Friday, May 18, 2018 7:00 PM  
No follow up requested

From: Anasia Rivera  
Sent: Friday, May 18, 2018 11:48 AM  
To: Howard Katz  
Cc: pwrply@pacbell.net  
Subject: RE: Bryant

Hi,

Please review the attached Fee Schedule for approval. Thank you.

Respectfully,

Anasia Rivera  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 17  
Please allow 24-48 hrs for email response.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Thursday, May 17, 2018 9:22 AM  
 Type: Incoming  
 Contact: Email Log w/ Lender  
 Subject:

Created by ARIVERA on Thursday, May 17, 2018 9:22 AM  
 Last changed by kcordell on Thursday, May 17, 2018 7:00 PM  
 No follow up requested

From: Anasia Rivera  
 Sent: Thursday, May 17, 2018 9:22 AM  
 To: Howard Katz  
 Cc: pwrply@pacbell.net; Juan Vazquez  
 Subject: RE: Bryant

Good Morning,

Will do. Thank you.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:topkat95@aol.com]  
 Sent: Monday, May 14, 2018 4:12 PM  
 To: Anasia Rivera  
 Cc: pwrply@pacbell.net; Juan Vazquez  
 Subject: Re: Bryant

yes withdraw \$200.00 for FC

Account: 0002003191-Lisa Bryant  
 Date: Monday, May 14, 2018 1:48 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Monday, May 14, 2018 1:48 PM  
 Last changed by kcordell on Monday, May 14, 2018 7:00 PM  
 No follow up requested

called in, we discussed the account. I let her know the full RI is due at this time and the lender is going to take legal action at this time. She will try to come up with money to reinstate

Account: 0002003191-Lisa Bryant  
 Date: Monday, May 14, 2018 11:07 AM  
 Type: Incoming  
 Contact: Email Log w/ Borrower  
 Subject:

Created by ARIVERA on Monday, May 14, 2018 11:07 AM  
 Last changed by kcordell on Monday, May 14, 2018 7:00 PM  
 No follow up requested

-----Original Message-----

From: Anasia Rivera  
 Sent: Monday, May 14, 2018 11:06 AM

Lisa Bryant000038

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

To: 'lisa byrant'  
Subject: RE: Forebearance fee

Hi,

I apologize but we are no longer accepting payments less than the full reinstatement. Thank you.

Respectfully,

Anasia Rivera  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 17  
Please allow 24-48 hrs for email response.

-----Original Message-----

From: lisa byrant [mailto:verdelw@gmail.com]  
Sent: Friday, May 11, 2018 12:47 PM  
To: Anasia Rivera  
Subject: Forebearance fee

Please accept a payment for fee for forbearance agreement for 24 months and we can discuss the need for your assistance to answer questions on programs available to get my lender/investor some money !!

We ( us) are presently applied to an available program as they use private and federally funded programs!!

Please assist to allow this to happen by contacting me this morning!!

Pacific time !!

My phone is what ( all ) I have to work as a computer!!

My tax preparer is also a realtor and was on vacation for docs this agency required!! He had them and I did not have any copies and it created a hardship!!

I did not expect him to disappear and created appointments that were very far to get to and then be told to come back !!

I would ask that you take the payment information for a one time fee and simply hold the funds so we may speak or complete the agreement!!

In the meantime I anxiously await your call and a conference call additionally to the worker !

Thankyou,

Lisa Bryant

7023793011

Sent from my iPhone

Account: 0002003191-Lisa Bryant

Date: Monday, May 14, 2018 11:01 AM

Type: Incoming

Contact: Email Log w/ Lender

Subject:

Created by ARIVERA on Monday, May 14, 2018 11:01 AM

Last changed by kcordell on Monday, May 14, 2018 7:00 PM

No follow up requested

-----Original Message-----

From: Anasia Rivera

Sent: Monday, May 14, 2018 11:01 AM

To: Howard Katz

Lisa Bryant000039



CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Cc: pwrply@pacbell.net; Juan Vazquez  
 Subject: RE: Bryant

Good Morning,

Please confirm our accounting department can withdraw \$200 via ach for our FC Referral Fee. Thank you.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

-----Original Message-----

From: Howard [mailto:topkat95@aol.com]  
 Sent: Thursday, May 10, 2018 4:55 PM  
 To: Anasia Rivera  
 Cc: pwrply@pacbell.net  
 Subject: Re: Bryant

I've never done that before maybe you can either walk me through it or do it for me thank you Howard

Account: 0002003191-Lisa Bryant  
 Date: Friday, May 11, 2018 2:14 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by DHERNANDEZ on Friday, May 11, 2018 2:14 PM  
 Last changed by kcordell on Friday, May 11, 2018 7:00 PM  
 No follow up requested

She called to process a \$400.00 Forbearance Payment, I explained the hold on account to only accept full reinstatement and proceeding with Legal. No more extensions or allotments would be granted. She became trivial. I ended the conversation explaining only a full reinstatement will be allowed, no more extension or allotments, the account will be proceeding to our legal department and during that time she can find assistance else where and she can communicate with whomever she'd like and to communicate with us. We will express the same options to them.

Account: 0002003191-Lisa Bryant  
 Date: Friday, May 11, 2018 2:01 PM  
 Type: Incoming  
 Contact: Lisa - 702-379-3011  
 Subject:

Created by SDUFFY on Friday, May 11, 2018 2:01 PM  
 Last changed by kcordell on Friday, May 11, 2018 7:00 PM  
 No follow up requested

Lisa Bryant called in and wanted to discuss her loan. I let her know that her lender has initiated the legal process for this loan and has rescinded any and all agreements discussed with the borrower. Lisa was not happy with this and stated that she wanted to pay the \$400.00 but that she has been trying to work with the Community Services of Nevada to get mortgage assistance. I let her know that her only option is to make a full reinstatement payment. She stated that she may have to contact the attorney general and that she wanted to speak with her lender directly. I let her know that this message will be relayed to the borrower.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Friday, May 11, 2018 1:58 PM  
 Type: Incoming  
 Contact: ONLY ACCEPT FULL REINSTATEMENT PAYMENT  
 Subject:

Created by SDUFFY on Friday, May 11, 2018 1:58 PM  
 Last changed by kcordell on Friday, May 11, 2018 7:00 PM  
 No follow up requested

ONLY ACCEPT FULL REINSTATEMENT PAYMENT

Account: 0002003191-Lisa Bryant  
 Date: Friday, May 11, 2018 1:44 PM  
 Type: Incoming  
 Contact: Lender  
 Subject:

Created by SDUFFY on Friday, May 11, 2018 1:44 PM  
 Last changed by kcordell on Friday, May 11, 2018 7:00 PM  
 No follow up requested

Lender called in and stated that we are not to accept any payments from this borrower outside of the full reinstatement

Account: 0002003191-Lisa Bryant  
 Date: Thursday, May 10, 2018 4:17 PM  
 Type: Incoming  
 Contact: Email Log w/ Lender  
 Subject:

Created by ARIVERA on Thursday, May 10, 2018 4:17 PM  
 Last changed by kcordell on Thursday, May 10, 2018 7:00 PM  
 No follow up requested

From: Anasia Rivera  
 Sent: Thursday, May 10, 2018 4:17 PM  
 To: Howard Katz  
 Cc: pwrply@pacbell.net  
 Subject: RE: Bryant

Good Afternoon,

Will do. Please submit your FC Referral Request on our website. Thank you.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:topkat95@aol.com]  
 Sent: Wednesday, May 09, 2018 12:35 PM  
 To: Anasia Rivera  
 Cc: pwrply@pacbell.net  
 Subject: Re: Bryant

Please foreclose rescind any and all agreements with her.  
 Thanks,  
 Howard

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Thursday, May 10, 2018 2:43 PM  
 Type: Incoming  
 Contact: Email Log w/ Borrower  
 Subject:

Created by ARIVERA on Thursday, May 10, 2018 2:43 PM  
 Last changed by kcordell on Thursday, May 10, 2018 7:00 PM  
 No follow up requested

-----Original Message-----

From: Anasia Rivera  
 Sent: Thursday, May 10, 2018 2:43 PM  
 To: 'LISA BRYANT'  
 Subject: RE: Getting back from Az

Good Afternoon,

Unfortunately due to the delay in executing an agreement, the lender has decided to rescind the forbearance agreement and turn this file over to legal. Thank you.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, May 8, 2018 12:17 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Tuesday, May 8, 2018 12:17 PM  
 Last changed by kcordell on Thursday, May 10, 2018 10:54 AM  
 No follow up requested

called in, she will give me a call back to process her payment.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, May 8, 2018 12:16 PM  
 Type: Incoming  
 Contact: Email to Lender  
 Subject:

Created by ARIVERA on Tuesday, May 8, 2018 12:16 PM  
 Last changed by kcordell on Thursday, May 10, 2018 10:54 AM  
 No follow up requested

-----Original Message-----

From: Anasia Rivera  
 Sent: Tuesday, May 08, 2018 12:16 PM  
 To: Howard Katz  
 Cc: pwrply@pacbell.net  
 Subject: RE: Bryant

Hi,

Just so you are aware, Lisa would like a copy of her payment history before entering an agreement. She has called the past two servicers and they don't have her loan activity on file.

Respectfully,

Lisa Bryant000042

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, May 8, 2018 12:14 PM
Date: Tuesday, May 8, 2018 12:14 PM	Last changed by kcordell on Thursday, May 10, 2018 10:54 AM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, May 7, 2018 1:51 PM
Date: Monday, May 7, 2018 1:51 PM	Last changed by kcordell on Monday, May 7, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

(702) 379-3011 - we discussed the account. She wants to verify the amount owed is correct before entering an agreement. She wants the history of the loan first.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, May 7, 2018 9:13 AM
Date: Monday, May 7, 2018 9:13 AM	Last changed by kcordell on Monday, May 7, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email from Lender	
Subject:	

From: LISA BRYANT [mailto:lisabryantiz@yahoo.com]  
 Sent: Friday, May 04, 2018 11:00 AM  
 To: Anasia Rivera  
 Subject: Re: Lisa Bryant - 3191

I am serious I have set aside the money to pay !! tell Howard we both need your help !!  
 Sent from my iPhone

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Thursday, May 3, 2018 4:05 PM
Date: Thursday, May 3, 2018 4:05 PM	Last changed by kcordell on Thursday, May 3, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Thursday, May 3, 2018 4:05 PM
Date: Thursday, May 3, 2018 4:05 PM	Last changed by kcordell on Thursday, May 3, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email from Borrower	
Subject:	

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

From: LISA BRYANT [mailto:lisabryantiz@yahoo.com]  
 Sent: Thursday, May 03, 2018 1:55 PM  
 To: Anasia Rivera  
 Subject: Re: Lisa Bryant - 3191

Thankyou !

I want to use a card for one payment as a new one is coming !

I also am desperate to locate my payment history!!

Any other input to assist would greatly help so we may get this business forward positively !!

I am also assuming I need to set aside these funds to be prepared each month!!

Thankyou

I'm on phone driving through the remote area to get to the work !!

I thank you very much

I am going to also put u on to be my contact so you can handle this for me to that program I applied for, as you're more experienced and will have the information they need . And Howard to be informed.

Is Madison registered with any hud or gov servicing programs ?

I want to get him fixed anyway I can by assistance programs and a job !!

Thanks

Lisa B

Account: 0002003191-Lisa Bryant

Date: Monday, April 30, 2018 1:39 PM

Type: Incoming

Contact: Lender

Subject:

Created by ARIVERA on Monday, April 30, 2018 1:39 PM

Last changed by kcordell on Monday, April 30, 2018 7:00 PM

No follow up requested

called in, we discussed the forbearance agreement. He approves of an agreement for 2 years.

Account: 0002003191-Lisa Bryant

Date: Monday, April 30, 2018 1:37 PM

Type: Incoming

Contact: Email to Borrower

Subject:

Created by ARIVERA on Monday, April 30, 2018 1:37 PM

Last changed by kcordell on Monday, April 30, 2018 7:00 PM

No follow up requested

From: Anasia Rivera

Sent: Monday, April 30, 2018 1:37 PM

To: 'lisabryantiz@yahoo.com'

Subject: RE: Lisa Bryant - 3191

Importance: High

Hi,

Please see the attached ACH form for your completion. Thank you.

Respectfully,

Anasia Rivera

Madison Management Services, LLC

Lisa Bryant000044

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, April 30, 2018 1:36 PM
Date: Monday, April 30, 2018 1:36 PM	Last changed by kcordell on Monday, April 30, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

called in, she would like for the agreement extended for 2 years. In order for her to be approved for refinance, they told her she needs to have a clean payment history and credit report for 1 year. She requested an ACH form to complete.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, April 30, 2018 11:39 AM
Date: Monday, April 30, 2018 11:39 AM	Last changed by kcordell on Monday, April 30, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Voicemail Note	
Subject:	

Borrower left me a voicemail to pay the \$400 forbearance agreement fee.

She cannot find her payment history from any servicing company since they are no longer handling the account.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, April 24, 2018 12:33 PM
Date: Tuesday, April 24, 2018 12:33 PM	Last changed by kcordell on Tuesday, April 24, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

(702) 379-3011 - I asked on her new email address, lisabryantiz@yahoo.com.

She is inquiring about her payment history with the previous servicer. I suggested she contact them for information.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, April 24, 2018 9:00 AM
Date: Tuesday, April 24, 2018 9:00 AM	Last changed by kcordell on Tuesday, April 24, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Bounced Email to Borrower	
Subject:	

Invalid Email Address

From: Microsoft Exchange  
 Sent: Tuesday, April 24, 2018 9:00 AM  
 To: Anasia Rivera  
 Subject: Undeliverable: Lisa Bryant - 3191

mta4077.mail.bf1.yahoo.com rejected your message to the following email addresses:

'lisabryantiv@yahoo.com' (lisabryantiv@yahoo.com)

A problem occurred while delivering this message to this email address. Try sending this message again. If the problem continues, please contact your helpdesk.

mta4077.mail.bf1.yahoo.com gave this error:

delivery error: dd This user doesn't have a yahoo.com account (lisabryantiv@yahoo.com) [0] - mta4077.mail.bf1.yahoo.com

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Diagnostic information for administrators:

Generating server: MMSMB.mmsserver.local

lisabryantiv@yahoo.com

mta4077.mail.bf1.yahoo.com

Remote Server returned '554 delivery error: dd This user doesn't have a yahoo.com account (lisabryantiv@yahoo.com) [0] -

mta4077.mail.bf1.yahoo.com'

From: Anasia Rivera

Sent: Tuesday, April 24, 2018 9:00 AM

To: 'lisabryantiv@yahoo.com'

Subject: Lisa Bryant - 3191

Good Morning,

Per your request, I am outlining the forbearance agreement terms below.

First payment due will be the \$400 for the agreement fee. Payments of \$500 will start on the 10th of the following month for 12ms – your interest rate of 10.5% does not change in this agreement. After the 12th month you would need to refinance. In this agreement there will be no grace period or late payments accepted. After 3 months of consecutive payments we will delete your credit report to help with the refinance.

Please confirm you agree to the above terms. Thank you.

Respectfully,

Anasia Rivera

Madison Management Services, LLC

400 Morris Ave Suite 222

Denville, NJ 07834

Fax: 877-563-4161

Tel: 877-563-4164 Ext. 17

Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant

Date: Wednesday, April 18, 2018 2:35 PM

Type: Incoming

Contact: Call Log

Subject:

Created by ARIVERA on Wednesday, April 18, 2018 2:35 PM

Last changed by kcordell on Wednesday, April 18, 2018 7:00 PM

No follow up requested

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant

Date: Wednesday, April 18, 2018 2:34 PM

Type: Incoming

Contact: Lender

Subject:

Created by ARIVERA on Wednesday, April 18, 2018 2:34 PM

Last changed by kcordell on Wednesday, April 18, 2018 7:00 PM

No follow up requested

called in, we discussed the account. He is going to accept her payments and is fine with putting her on an agreement.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, April 17, 2018 4:05 PM  
 Type: Incoming  
 Contact: Lender  
 Subject:

Created by ARIVERA on Tuesday, April 17, 2018 4:05 PM  
 Last changed by kcordell on Tuesday, April 17, 2018 7:00 PM  
 No follow up requested

818-521-9939 - we discussed my conversation with the borrower. He is going to speak with his partner and get back to me.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, April 17, 2018 3:52 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Tuesday, April 17, 2018 3:52 PM  
 Last changed by kcordell on Tuesday, April 17, 2018 7:00 PM  
 No follow up requested

called in, she still wants to work out an agreement with the lender. I let her know he decided to proceed with legal due to all the delays. She is saying she is going to contact the attorney general.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, April 17, 2018 1:29 PM  
 Type: Incoming  
 Contact: Email Log w/ Lender  
 Subject:

Created by ARIVERA on Tuesday, April 17, 2018 1:29 PM  
 Last changed by kcordell on Tuesday, April 17, 2018 7:00 PM  
 No follow up requested

From: Anasia Rivera  
 Sent: Tuesday, April 17, 2018 1:29 PM  
 To: 'Howard Katz'; john vach  
 Cc: Foreclosure  
 Subject: RE: Bryant

Thank you. I am going to send you the payoff and reinstatement figures for approval within the next 24 business hours. Thanks.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:howard.ggdoor@gmail.com]  
 Sent: Tuesday, April 17, 2018 10:33 AM  
 To: Anasia Rivera; john vach  
 Subject: Re: Bryant

Per our conversation this morning I approve of the fee and the ACH of \$200 to Madison.  
 Howard

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, April 17, 2018 8:51 AM  
 Type: Incoming  
 Contact: Email to Lender  
 Subject:

Created by ARIVERA on Tuesday, April 17, 2018 8:51 AM  
 Last changed by kcordell on Tuesday, April 17, 2018 7:00 PM  
 No follow up requested

Lisa Bryant000047



CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

From: Anasia Rivera  
Sent: Tuesday, April 17, 2018 8:51 AM  
To: Howard Katz; pwrply@pacbell.net; Howard :)  
Cc: Foreclosure  
Subject: RE: Bryant

Good Morning,

Please review the attached fee schedule for approval. Also, please confirm our accounting department can withdraw \$200 via a ch for the FC Referral. Thank you.

Respectfully,

Anasia Rivera  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 17  
Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant

Date: Monday, April 16, 2018 1:48 PM

Type: Incoming

Contact: Email Log w/ Lender

Subject:

Created by ARIVERA on Monday, April 16, 2018 1:48 PM

Last changed by kcordell on Monday, April 16, 2018 7:00 PM

No follow up requested

From: Anasia Rivera  
Sent: Monday, April 16, 2018 1:48 PM  
To: Howard Katz; pwrply@pacbell.net  
Cc: Foreclosure  
Subject: RE: Bryant

Good Afternoon,

No not as of yet. Please review the attached fee schedule for approval. Also, please confirm our accounting department can withdraw \$200 via ach for the FC Referral. Thank you.

Respectfully,

Anasia Rivera  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 17  
Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:topkat95@aol.com]  
Sent: Monday, April 16, 2018 9:52 AM  
To: Anasia Rivera; pwrply@pacbell.net

Lisa Bryant000048

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Subject: Bryant

Have we started foreclosure on Lisa Bryant?

Thanks,  
Howard

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, April 16, 2018 1:45 PM
Date: Monday, April 16, 2018 1:45 PM	Last changed by kcordell on Monday, April 16, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lender	
Subject:	

818-521-9939 - we discussed my conversation with Lisa. We are going to proceed with foreclosure

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, April 16, 2018 1:40 PM
Date: Monday, April 16, 2018 1:40 PM	Last changed by kcordell on Monday, April 16, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

called in, she would like for me to get on a conference call with a woman who is supposed to be in her corner giving her support. I let her know I can't prolong this to discuss the account with someone else, we need an agreement in place. She then asked if the Lender is hiring to preserve other properties in NV.

I let her know the lender may proceed with foreclosure at this time since she continues to prolongs things.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Friday, April 13, 2018 2:28 PM
Date: Friday, April 13, 2018 2:28 PM	Last changed by kcordell on Friday, April 13, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Straight to vm. Lisa on vm. Called

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Wednesday, April 11, 2018 3:45 PM
Date: Wednesday, April 11, 2018 3:45 PM	Last changed by kcordell on Wednesday, April 11, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, April 9, 2018 1:04 PM
Date: Monday, April 9, 2018 1:04 PM	Last changed by kcordell on Monday, April 9, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

(702) 379-3011 - the fee will be paid this week. She would like for us to have a phone conference with a program.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Thursday, April 5, 2018 12:08 PM
Date: Thursday, April 5, 2018 12:08 PM	Last changed by kcordell on Thursday, April 5, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Lisa Bryant000049

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, April 3, 2018 2:46 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Tuesday, April 3, 2018 2:46 PM  
 Last changed by kcordell on Tuesday, April 3, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - Lisa on vm. Left message to return my call for the forbearance agreement fee

Account: 0002003191-Lisa Bryant  
 Date: Friday, March 30, 2018 1:27 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Friday, March 30, 2018 1:27 PM  
 Last changed by kcordell on Friday, March 30, 2018 7:00 PM  
 No follow up requested

called in, the agreement fee will be paid by the 3rd over the phone.

Her husband is on SS and she has seasonal income

Account: 0002003191-Lisa Bryant  
 Date: Friday, March 30, 2018 12:31 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Friday, March 30, 2018 12:31 PM  
 Last changed by kcordell on Friday, March 30, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, March 28, 2018 1:55 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Wednesday, March 28, 2018 1:55 PM  
 Last changed by kcordell on Wednesday, March 28, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant  
 Date: Monday, March 26, 2018 11:37 AM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Monday, March 26, 2018 11:37 AM  
 Last changed by kcordell on Monday, March 26, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - Left message to return my call

Account: 0002003191-Lisa Bryant  
 Date: Monday, March 26, 2018 11:36 AM  
 Type: Incoming  
 Contact: Email Log w/ Lender  
 Subject:

Created by ARIVERA on Monday, March 26, 2018 11:36 AM  
 Last changed by kcordell on Monday, March 26, 2018 7:00 PM  
 No follow up requested

-----Original Message-----

From: Anasia Rivera  
 Sent: Friday, March 23, 2018 3:45 PM  
 To: Howard Katz  
 Cc: pwrply@pacbell.net  
 Subject: RE: Bryant

Lisa Bryant000050

CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Thank you.

Respectfully,

Anasia Rivera  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 17  
Please allow 24-48 hrs for email response.

-----Original Message-----

From: Howard [mailto:topkat95@aol.com]  
Sent: Friday, March 23, 2018 3:05 PM  
To: Anasia Rivera  
Cc: pwrply@pacbell.net  
Subject: Re: Bryant

Yes

Sent from my iPhone

Account: 0002003191-Lisa Bryant

Date: Friday, March 23, 2018 1:35 PM

Type: Incoming

Contact: Email to Lender

Subject:

Created by ARIVERA on Friday, March 23, 2018 1:35 PM

Last changed by kcordell on Friday, March 23, 2018 7:00 PM

No follow up requested

From: Anasia Rivera  
Sent: Friday, March 23, 2018 1:35 PM  
To: Howard Katz  
Cc: pwrply@pacbell.net  
Subject: RE: Bryant

Hi,

Per our conversation, please confirm that we are allowed to switch the above borrowers due date to the 10th. Thank you.

Respectfully,

Anasia Rivera  
Madison Management Services, LLC  
400 Morris Ave Suite 222  
Denville, NJ 07834  
Fax: 877-563-4161  
Tel: 877-563-4164 Ext. 17  
Please allow 24-48 hrs for email response.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Friday, March 23, 2018 1:35 PM  
 Type: Incoming  
 Contact: Lender  
 Subject:

Created by ARIVERA on Friday, March 23, 2018 1:35 PM  
 Last changed by kcordell on Friday, March 23, 2018 7:00 PM  
 No follow up requested

called in, we discussed the loan terms.

Account: 0002003191-Lisa Bryant  
 Date: Thursday, March 22, 2018 12:32 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Thursday, March 22, 2018 12:32 PM  
 Last changed by kcordell on Thursday, March 22, 2018 7:00 PM  
 No follow up requested

called in, she agrees to the forbearance agreement terms. She doesnt get paid till the 5th of each month so shes requesting for her due date to be switched to the 10th without the grace period.

Account: 0002003191-Lisa Bryant  
 Date: Thursday, March 22, 2018 12:28 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Thursday, March 22, 2018 12:28 PM  
 Last changed by kcordell on Thursday, March 22, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - Left message to return my call

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, March 20, 2018 2:13 PM  
 Type: Incoming  
 Contact: Lenders  
 Subject:

Created by ARIVERA on Tuesday, March 20, 2018 2:13 PM  
 Last changed by kcordell on Tuesday, March 20, 2018 7:00 PM  
 No follow up requested

818-521-9939 - we discussed my conversation with the borrower.

\$500 for 12 months - after 12 months she needs to refinance  
 No Grace Period - No Lates  
 No lump sum payment is needed.  
 After 3 months - credit report can be deleted.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, March 20, 2018 1:48 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Tuesday, March 20, 2018 1:48 PM  
 Last changed by kcordell on Tuesday, March 20, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - we discussed the lenders terms. She is not able to put down a lump sum payment for an agreement.

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, March 14, 2018 12:07 PM  
 Type: Incoming  
 Contact: Lender  
 Subject:

Created by ARIVERA on Wednesday, March 14, 2018 12:07 PM  
 Last changed by kcordell on Wednesday, March 14, 2018 7:00 PM  
 No follow up requested

called in,

\$450 monthly on a forbearance agreement for 18 months. Lump sum payment needs to be made up front.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, March 14, 2018 11:01 AM  
 Type: Incoming  
 Contact:  
 Subject:

Created by ARIVERA on Wednesday, March 14, 2018 11:01 AM  
 Last changed by kcordell on Wednesday, March 14, 2018 7:00 PM  
 No follow up requested

Email: lisabryantiv@yahoo.com

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, March 14, 2018 10:55 AM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Wednesday, March 14, 2018 10:55 AM  
 Last changed by kcordell on Wednesday, March 14, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - She can afford \$450 monthly.

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, March 14, 2018 10:54 AM  
 Type: Incoming  
 Contact: Email Log w/Lender  
 Subject:

Created by ARIVERA on Wednesday, March 14, 2018 10:54 AM  
 Last changed by kcordell on Wednesday, March 14, 2018 7:00 PM  
 No follow up requested

From: Anasia Rivera  
 Sent: Wednesday, March 14, 2018 10:54 AM  
 To: Howard Katz  
 Cc: pwrply@pacbell.net  
 Subject: RE: Bryant

Please give me a call today to discuss this loan. The phone lines are going in and out so if I don't respond, please send me an email. Thanks.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:topkat95@aol.com]  
 Sent: Tuesday, March 13, 2018 2:37 PM  
 To: Anasia Rivera  
 Cc: pwrply@pacbell.net  
 Subject: Re: Bryant

Foreclose

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, March 13, 2018 2:30 PM  
 Type: Incoming  
 Contact: Email Log w/ Lender  
 Subject:

Created by ARIVERA on Tuesday, March 13, 2018 2:30 PM  
 Last changed by kcordell on Tuesday, March 13, 2018 7:00 PM  
 No follow up requested

-----Original Message-----

From: Anasia Rivera  
 Sent: Tuesday, March 13, 2018 2:30 PM  
 To: Howard Katz  
 Cc: pwrply@pacbell.net  
 Subject: RE: Bryant

She cannot afford \$550 at this time but would like to work something out. Just so that you are aware, someone advised her to contact the attorney general to file a stay on the home and then file for BK if you decided to foreclose.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

-----Original Message-----

From: Howard [mailto:topkat95@aol.com]  
 Sent: Tuesday, March 13, 2018 1:25 PM  
 To: Anasia Rivera  
 Cc: pwrply@pacbell.net  
 Subject: Re: Bryant

\$550 or we foreclose

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, March 13, 2018 2:27 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Tuesday, March 13, 2018 2:27 PM  
 Last changed by kcordell on Tuesday, March 13, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - I let her know the lender is willing to accept \$550 but she cannot afford it at this time.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, March 13, 2018 1:12 PM  
 Type: Incoming  
 Contact: Email to Lender  
 Subject:

Created by ARIVERA on Tuesday, March 13, 2018 1:12 PM  
 Last changed by kcordell on Tuesday, March 13, 2018 7:00 PM  
 No follow up requested

From: Anasia Rivera  
 Sent: Tuesday, March 13, 2018 1:12 PM  
 To: Howard Katz; pwrply@pacbell.net  
 Subject: RE: Bryant

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Hi,

Lisa can afford \$300 monthly. Are you open to doing a Mod so she can refinance within the next 18 months?

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant

Date: Tuesday, March 13, 2018 1:11 PM

Type: Incoming

Contact: Lisa

Subject:

Created by ARIVERA on Tuesday, March 13, 2018 1:11 PM

Last changed by kcordell on Tuesday, March 13, 2018 7:00 PM

No follow up requested

(702) 379-3011 - she completed the application for NVHHF. We discussed making payments while waiting to be approved for an agreement. She is currently getting cancer tests done and is sick with 2 illnesses.

She can afford \$300 monthly and would prefer to refinance within the next year or so. If we file for foreclosure, she was advised to go to the Attorney General to file a stay on the home since she has a right to work with the programs. She will file BK if we try to FC.

Account: 0002003191-Lisa Bryant

Date: Monday, March 12, 2018 3:21 PM

Type: Incoming

Contact: Call Log

Subject:

Created by ARIVERA on Monday, March 12, 2018 3:21 PM

Last changed by kcordell on Monday, March 12, 2018 7:00 PM

No follow up requested

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant

Date: Tuesday, March 6, 2018 3:52 PM

Type: Incoming

Contact: Email Log w/ Lender

Subject:

Created by ARIVERA on Tuesday, March 6, 2018 3:52 PM

Last changed by kcordell on Tuesday, March 6, 2018 7:00 PM

No follow up requested

From: Anasia Rivera  
 Sent: Tuesday, March 06, 2018 3:52 PM  
 To: Howard Katz; pwrply@pacbell.net  
 Subject: RE: Bryant

Okay, I left her another message to return my call.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834

Lisa Bryant000055



## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:topkat95@aol.com]  
 Sent: Tuesday, March 06, 2018 12:15 PM  
 To: Anasia Rivera; pwrply@pacbell.net  
 Subject: Bryant

I've tried to reach you by phone but was unable. Lisa Bryant needs to make a full payment by 3/15/2018 and agree to ongoing payments or we start foreclosure.  
 Howard

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, March 6, 2018 3:49 PM
Date: Tuesday, March 6, 2018 3:49 PM	Last changed by kcordell on Tuesday, March 6, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, March 6, 2018 10:35 AM
Date: Tuesday, March 6, 2018 10:35 AM	Last changed by kcordell on Tuesday, March 6, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email Log w/ Lenders	
Subject:	

From: Anasia Rivera  
 Sent: Tuesday, March 06, 2018 10:35 AM  
 To: 'JOHN VACH'; Howard Katz  
 Subject: RE: Lisa Bryant

Good Morning,

So you are not interested in working out an agreement with the borrower?

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

From: JOHN VACH [mailto:pwrply@pacbell.net]  
 Sent: Monday, March 05, 2018 11:29 AM  
 To: Howard Katz; Anasia Rivera  
 Subject: Re: Lisa Bryant

I agree

Lisa Bryant000056

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

From: Howard Katz <topkat95@aol.com>  
 To: arivera@madisonmanagement.net; pwrply@pacbell.net  
 Sent: Monday, March 5, 2018 8:24 AM  
 Subject: Lisa Bryant

We have given her enough time let's restart the foreclosure.  
 Thanks,  
 Howard

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, February 27, 2018 4:12 PM
Date: Tuesday, February 27, 2018 4:12 PM	Last changed by kcordell on Tuesday, February 27, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Mailbox full

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, February 26, 2018 12:53 PM
Date: Monday, February 26, 2018 12:53 PM	Last changed by kcordell on Monday, February 26, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Called

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Thursday, February 22, 2018 12:37 PM
Date: Thursday, February 22, 2018 12:37 PM	Last changed by kcordell on Thursday, February 22, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Thursday, February 22, 2018 12:35 PM
Date: Thursday, February 22, 2018 12:35 PM	Last changed by kcordell on Thursday, February 22, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lender	
Subject:	

We discussed my conversation with the borrower. He does not want to delete credit reporting until she starts making payments. He is wanting the original payment amount - if not, we may proceed with legal. He will give her until 3/15/18 to start making payments.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, February 20, 2018 1:40 PM
Date: Tuesday, February 20, 2018 1:40 PM	Last changed by kcordell on Tuesday, February 20, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

called in,

2 Programs told her she can qualify for a refinance within the next 8 months - she does not want this 2nd mortgage. We discussed the forbearance agreement terms - she kindly declined. She would like a cheaper payment temporarily so she can get approved for the assistance program.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, February 20, 2018 1:27 PM  
 Type: Incoming  
 Contact: ERROR  
 Subject:

Created by ARIVERA on Tuesday, February 20, 2018 1:27 PM  
 Last changed by kcordell on Tuesday, February 20, 2018 7:00 PM  
 No follow up requested

Conversation below was with the Lender

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, February 14, 2018 9:59 AM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Wednesday, February 14, 2018 9:59 AM  
 Last changed by kcordell on Wednesday, February 14, 2018 7:00 PM  
 No follow up requested

called in, we discussed my conversation with the borrower.

Forbearance agreement for 1 year - borrower has to pay the fees up front/partial reinstatement. Interest only payments - starting at \$825.56 lowest he will go is \$700.

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, February 14, 2018 8:54 AM  
 Type: Incoming  
 Contact: Email to Lender  
 Subject:

Created by ARIVERA on Wednesday, February 14, 2018 8:54 AM  
 Last changed by kcordell on Wednesday, February 14, 2018 7:00 PM  
 No follow up requested

From: Anasia Rivera  
 Sent: Wednesday, February 14, 2018 8:54 AM  
 To: Howard Katz  
 Subject: MMS - Lisa Bryant - 3191

Good Morning,

Please give me a call at your earliest convenience to discuss this account. Thank you.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, February 13, 2018 2:54 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Tuesday, February 13, 2018 2:54 PM  
 Last changed by kcordell on Tuesday, February 13, 2018 7:00 PM  
 No follow up requested

called in, the HHF denied her because the house is not underwater. She is currently working on apply for other programs in the area. The programs are not accepting her due to the credit reporting we are doing on her account.

She qualifies for HAARP besides the pay history. She would like to be put on an agreement.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, February 12, 2018 3:11 PM
Date: Monday, February 12, 2018 3:11 PM	Last changed by kcordell on Monday, February 12, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Mailbox full

Account: 0002003191-Lisa Bryant	Created by DHERNANDEZ on Friday, February 9, 2018 4:31 PM
Date: Friday, February 9, 2018 4:31 PM	Last changed by kcordell on Friday, February 9, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

Asked to speak with Anasia, I explained she was at lunch.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, February 6, 2018 12:46 PM
Date: Tuesday, February 6, 2018 12:46 PM	Last changed by kcordell on Tuesday, February 6, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Mailbox full

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, January 29, 2018 12:43 PM
Date: Monday, January 29, 2018 12:43 PM	Last changed by kcordell on Monday, January 29, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, January 29, 2018 12:43 PM
Date: Monday, January 29, 2018 12:43 PM	Last changed by kcordell on Monday, January 29, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Nevada HHF (Juana)	
Subject:	

(888) 320-6526 - Lisa did not send in the 3rd party authorization form. She is going to email Lisa the form for her to sign.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, January 22, 2018 2:42 PM
Date: Monday, January 22, 2018 2:42 PM	Last changed by kcordell on Monday, January 22, 2018 7:00 PM
Type: Incoming	No follow up requested
Contact: Email Log w/ Lender	
Subject:	

From: Anasia Rivera  
 Sent: Monday, January 22, 2018 2:42 PM  
 To: Howard Katz; pwrply@pacbell.net  
 Subject: RE: Lisa Bryant

She is currently working with the NHHF. I confirmed with them that they are reviewing her application.

Respectfully,

Lisa Bryant000059

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
 Please allow 24-48 hrs for email response.

From: Howard Katz [mailto:topkat95@aol.com]  
 Sent: Monday, January 22, 2018 2:31 PM  
 To: Anasia Rivera; pwrply@pacbell.net  
 Subject: Lisa Bryant

Anasia what's happening on this?  
 Howard

Account: 0002003191-Lisa Bryant  
 Date: Thursday, January 18, 2018 11:48 AM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Thursday, January 18, 2018 11:48 AM  
 Last changed by kcordell on Thursday, January 18, 2018 7:00 PM  
 No follow up requested

(702) 379-3011 - she spoke with NHHF - they are currently working on her application. I requested she send them a 3rd party authorization form, she will give the agent a call today to do so.

Account: 0002003191-Lisa Bryant  
 Date: Monday, January 8, 2018 12:36 PM  
 Type: Incoming  
 Contact: Nevada HHF (Juana)  
 Subject:

Created by ARIVERA on Monday, January 8, 2018 12:36 PM  
 Last changed by kcordell on Monday, January 8, 2018 7:00 PM  
 No follow up requested

(888) 320-6526 - nothing has been determined yet whether she has been approved or denied - all the information is being reviewed at this time.

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, December 27, 2017 2:03 PM  
 Type: Incoming  
 Contact:  
 Subject:

Created by ARIVERA on Wednesday, December 27, 2017 2:03 PM  
 Last changed by kcordell on Wednesday, December 27, 2017 7:00 PM  
 No follow up requested

follow up change

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, December 26, 2017 2:28 PM  
 Type: Incoming  
 Contact: Lisa Bryant  
 Subject:

Created by SDUFFY on Tuesday, December 26, 2017 2:28 PM  
 Last changed by kcordell on Tuesday, December 26, 2017 7:00 PM  
 No follow up requested

Lisa Bryant called in and stated that she is waiting on an update from the underwriter to see what the next step is from here. She just wanted to provide us with the update.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Friday, December 22, 2017 11:59 AM
Date: Friday, December 22, 2017 11:59 AM	Last changed by kcordell on Friday, December 22, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Straight to vm. Lisa on vm. Called

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, December 18, 2017 10:38 AM
Date: Monday, December 18, 2017 10:38 AM	Last changed by kcordell on Monday, December 18, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Straight to vm. Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, December 12, 2017 3:47 PM
Date: Tuesday, December 12, 2017 3:47 PM	Last changed by kcordell on Tuesday, December 12, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Voicemail Note	
Subject:	

She is currently waiting for an update from the underwriter. They have all the information needed to move forward.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Wednesday, December 6, 2017 3:42 PM
Date: Wednesday, December 6, 2017 3:42 PM	Last changed by kcordell on Wednesday, December 6, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Straight to vm. Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, December 4, 2017 12:19 PM
Date: Monday, December 4, 2017 12:19 PM	Last changed by kcordell on Monday, December 4, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact:	
Subject:	

follow up change

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, November 28, 2017 4:00 PM
Date: Tuesday, November 28, 2017 4:00 PM	Last changed by kcordell on Tuesday, November 28, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Nevada HHF (Felicita)	
Subject:	

(888) 320-6526 - The application has been established.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, November 28, 2017 2:43 PM
Date: Tuesday, November 28, 2017 2:43 PM	Last changed by kcordell on Tuesday, November 28, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

called in, she is going back and forth with the underwriter regarding the old and new leases.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, November 28, 2017 12:47 PM
Date: Tuesday, November 28, 2017 12:47 PM	Last changed by kcordell on Tuesday, November 28, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, November 21, 2017 1:12 PM
Date: Tuesday, November 21, 2017 1:12 PM	Last changed by kcordell on Tuesday, November 21, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Thursday, November 16, 2017 2:34 PM
Date: Thursday, November 16, 2017 2:34 PM	Last changed by kcordell on Thursday, November 16, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

called in, she is currently in AZ .

The underwriter called her and told her that they will have a phone conference on Tuesday at 2 pm but she hasnt received a call as of yet.

I requested proof that she is working with the HHF - she will send it out to me as soon as she's assigned to a counselor.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Wednesday, November 15, 2017 11:36 AM
Date: Wednesday, November 15, 2017 11:36 AM	Last changed by kcordell on Wednesday, November 15, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, November 13, 2017 2:15 PM
Date: Monday, November 13, 2017 2:15 PM	Last changed by kcordell on Monday, November 13, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

(702) 379-3011 - Straight to vm. Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, November 6, 2017 12:44 PM
Date: Monday, November 6, 2017 12:44 PM	Last changed by kcordell on Monday, November 6, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

called in, her account rep forwarded her information to underwriting. The underwriter left her a message requesting documents. She is waiting for them to return her call.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Friday, November 3, 2017 2:01 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Friday, November 3, 2017 2:01 PM  
 Last changed by kcordell on Friday, November 3, 2017 7:00 PM  
 No follow up requested

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant  
 Date: Monday, October 30, 2017 1:49 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Monday, October 30, 2017 1:49 PM  
 Last changed by kcordell on Monday, October 30, 2017 7:00 PM  
 No follow up requested

called in, she is going to call the agent at the HHF tomorrow to confirm her appointment for wednesday.

Account: 0002003191-Lisa Bryant  
 Date: Friday, October 27, 2017 3:34 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Friday, October 27, 2017 3:34 PM  
 Last changed by kcordell on Friday, October 27, 2017 7:00 PM  
 No follow up requested

(702) 379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant  
 Date: Monday, October 23, 2017 2:09 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Monday, October 23, 2017 2:09 PM  
 Last changed by kcordell on Tuesday, October 24, 2017 6:34 AM  
 No follow up requested

called in, she has a second appointment with the HHF this week.

Account: 0002003191-Lisa Bryant  
 Date: Wednesday, October 18, 2017 2:19 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Wednesday, October 18, 2017 2:19 PM  
 Last changed by kcordell on Wednesday, October 18, 2017 7:00 PM  
 No follow up requested

(702) 379-3011 - Someone applied to the HHF previously using her social. Her agent assigned to her case is looking into this - she believes its a computer glitch.

The agent provided her with a list of the additional information that is needed.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, October 17, 2017 2:42 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by DHERNANDEZ on Tuesday, October 17, 2017 2:42 PM  
 Last changed by kcordell on Tuesday, October 17, 2017 7:00 PM  
 No follow up requested

She met with HHF agent las week and is waiting on her 2nd appointment. She got her taxes and is waiting on the agent to call her back today or tomorrow.

Account: 0002003191-Lisa Bryant  
 Date: Friday, October 13, 2017 4:23 PM  
 Type: Incoming  
 Contact: Lisa called  
 Subject:

Created by GPERETZMAN on Friday, October 13, 2017 4:23 PM  
 Last changed by kcordell on Friday, October 13, 2017 7:00 PM  
 No follow up requested



## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Lisa called in (702-379-3011) to speak with Anasia

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Tuesday, October 10, 2017 2:56 PM
Date: Tuesday, October 10, 2017 2:56 PM	Last changed by kcordell on Tuesday, October 10, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

702-379-3011 - She had a conference meeting with the HHF, they sent her to a department that handles 2nd liens. They are in the process of filling out paperwork.

She has a phone call meeting with the woman assigned to her case.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, October 9, 2017 11:09 AM
Date: Monday, October 9, 2017 11:09 AM	Last changed by kcordell on Monday, October 9, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

702-379-3011 - She is currently at the doctor but will give me a call back to discuss the HHF - she has applied and already been in contact w/ someone there.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, October 2, 2017 2:14 PM
Date: Monday, October 2, 2017 2:14 PM	Last changed by kcordell on Monday, October 2, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Lisa	
Subject:	

702-379-3011 - She received our shock package this Saturday. She is going to apply for the HHF this week and provide them with the full amount owed on this loan. I requested all correspondence regarding the HHF including approval/denial letter.

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Monday, October 2, 2017 2:05 PM
Date: Monday, October 2, 2017 2:05 PM	Last changed by kcordell on Monday, October 2, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Voicemail Note	
Subject:	

Borrower left me a voicemail over the weekend asking to return her call

Account: 0002003191-Lisa Bryant	Created by ARIVERA on Friday, September 29, 2017 12:48 PM
Date: Friday, September 29, 2017 12:48 PM	Last changed by kcordell on Friday, September 29, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: Call Log	
Subject:	

702-379-3011 - Left message to return my call

Account: 0002003191-Lisa Bryant	Created by SDUFFY on Monday, September 25, 2017 9:55 AM
Date: Monday, September 25, 2017 9:55 AM	Last changed by kcordell on Monday, September 25, 2017 7:00 PM
Type: Incoming	No follow up requested
Contact: HO Options Letter & Copy of Collateral File	
Subject:	

Sent HO Options Letter & Copy of Collateral File to borrower via regular mail.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Monday, September 25, 2017 7:53 AM  
 Type: Incoming  
 Contact: Financial Application  
 Subject:

Created by SDUFFY on Monday, September 25, 2017 7:53 AM  
 Last changed by kcordell on Monday, September 25, 2017 7:00 PM  
 No follow up requested

Sent Financial Application to borrower via regular mail

Account: 0002003191-Lisa Bryant  
 Date: Thursday, September 21, 2017 2:48 PM  
 Type: Incoming  
 Contact: HHF Info  
 Subject:

Created by ARIVERA on Thursday, September 21, 2017 2:48 PM  
 Last changed by kcordell on Thursday, September 21, 2017 7:00 PM  
 No follow up requested

<http://www.homeownership.org/hhf/nv/>

Homeowner Hotline: (800) 294-3896

[www.nevadahardesthitfund.nv.gov](http://www.nevadahardesthitfund.nv.gov)

Account: 0002003191-Lisa Bryant  
 Date: Thursday, September 21, 2017 2:47 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Thursday, September 21, 2017 2:47 PM  
 Last changed by kcordell on Thursday, September 21, 2017 7:00 PM  
 No follow up requested

She would like for him to reduce her UPB to 95K so we can get her on an agreement.

She requested a copy of her COL. - she is going to contact the HHF

Account: 0002003191-Lisa Bryant  
 Date: Thursday, September 21, 2017 12:35 PM  
 Type: Incoming  
 Contact:  
 Subject:

Created by ARIVERA on Thursday, September 21, 2017 12:35 PM  
 Last changed by kcordell on Thursday, September 21, 2017 7:00 PM  
 No follow up requested

Drafted & Printed Homeowner Option Letter

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, September 19, 2017 12:55 PM  
 Type: Incoming  
 Contact: Lisa  
 Subject:

Created by ARIVERA on Tuesday, September 19, 2017 12:55 PM  
 Last changed by kcordell on Tuesday, September 19, 2017 7:00 PM  
 No follow up requested

702-379-3011 - Howard told her that he would lower her balance due to him purchasing this note at a major discount. She has severe medical issues and needs help with monthly payments. She is trying to get disability at the moment and her husband is collecting social security.

Chase did a hardship with her within the past 2 years.

Her roof needs repairs, the shingles are missing on one side. There is a foundation issue as well.

She would like for her loan balance to be reduced before we discuss an agreement.

We went over loan options/remedies.

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Friday, September 15, 2017 12:46 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Friday, September 15, 2017 12:46 PM  
 Last changed by kcordell on Friday, September 15, 2017 7:00 PM  
 No follow up requested

702-379-3011 - Lisa on vm. Left message to return my call

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, September 12, 2017 7:43 AM  
 Type: Incoming  
 Contact: Contact Letter  
 Subject:

Created by SDUFFY on Tuesday, September 12, 2017 7:43 AM  
 Last changed by kcordell on Tuesday, September 12, 2017 7:00 PM  
 No follow up requested

Sent Contact Letter to borrower at property address and to 728 Nectarine Ct. Henderson, NV 89014 via regular mail.

Account: 0002003191-Lisa Bryant  
 Date: Monday, September 11, 2017 4:16 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Monday, September 11, 2017 4:16 PM  
 Last changed by kcordell on Monday, September 11, 2017 7:00 PM  
 No follow up requested

702-379-3011 - Called, Lisa on vm. Mailbox full

Account: 0002003191-Lisa Bryant  
 Date: Monday, September 11, 2017 4:15 PM  
 Type: Incoming  
 Contact:  
 Subject:

Created by ARIVERA on Monday, September 11, 2017 4:15 PM  
 Last changed by kcordell on Monday, September 11, 2017 7:00 PM  
 No follow up requested

Requested Fee Schedule from Damian Waldman to Initiate FC

Account: 0002003191-Lisa Bryant  
 Date: Monday, September 11, 2017 9:20 AM  
 Type: Incoming  
 Contact:  
 Subject:

Created by ARIVERA on Monday, September 11, 2017 9:20 AM  
 Last changed by kcordell on Monday, September 11, 2017 7:00 PM  
 No follow up requested

Drafted & Printed Contact Letter (2) - 1 for address and the second for address on TLO

Account: 0002003191-Lisa Bryant  
 Date: Thursday, September 7, 2017 2:27 PM  
 Type: Incoming  
 Contact: Call Log  
 Subject:

Created by ARIVERA on Thursday, September 7, 2017 2:27 PM  
 Last changed by kcordell on Thursday, September 7, 2017 7:00 PM  
 No follow up requested

702-379-3011 - Called, Woman on vm. Mailbox full

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, September 5, 2017 1:32 PM  
 Type: Incoming  
 Contact:  
 Subject:

Created by ARIVERA on Tuesday, September 5, 2017 1:32 PM  
 Last changed by kcordell on Tuesday, September 5, 2017 7:00 PM  
 No follow up requested

Howard provided me with the following number: 702-379-3011

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, September 5, 2017 11:25 AM  
 Type: Incoming  
 Contact: Email Log w/ Lender  
 Subject:

Created by ARIVERA on Tuesday, September 5, 2017 11:25 AM  
 Last changed by kcordell on Tuesday, September 5, 2017 7:00 PM  
 No follow up requested

-----Original Message-----

From: Anasia Rivera  
 Sent: Tuesday, September 05, 2017 11:25 AM  
 To: Howard Katz  
 Subject: RE: MMS - Lisa Bryant - 3191

I did a skip trace so I have a few numbers to sort through.

Respectfully,

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
<https://www.linkedin.com/in/hazel-rivera-146121127/>  
 Please allow 24-48 hrs for email response.

-----Original Message-----

From: Howard [mailto:topkat95@aol.com]  
 Sent: Tuesday, September 05, 2017 11:01 AM  
 To: Anasia Rivera  
 Subject: Re: MMS - Lisa Bryant - 3191

You have her phone number

Sent from my iPhone

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, September 5, 2017 10:49 AM  
 Type: Incoming  
 Contact: Email to Lender  
 Subject:

Created by ARIVERA on Tuesday, September 5, 2017 10:49 AM  
 Last changed by kcordell on Tuesday, September 5, 2017 7:00 PM  
 No follow up requested

From: Anasia Rivera  
 Sent: Tuesday, September 05, 2017 10:49 AM  
 To: Howard Katz  
 Cc: pwrply@pacbell.net  
 Subject: MMS - Lisa Bryant - 3191

Good Morning,

I did a skip trace for the above borrower today and it looks like Ms. Bryant does not live in the property. Would you like for me to reach out to her and see if we can do a DIL or possibly work something out before initiating FC?

Respectfully,

Lisa Bryant000067

## CONVERSATION LOG FOR: 0002003191-Lisa Bryant (ALL)

Madison Management Services, LLC

Tuesday, April 14, 2020

Anasia Rivera  
 Madison Management Services, LLC  
 400 Morris Ave Suite 222  
 Denville, NJ 07834  
 Fax: 877-563-4161  
 Tel: 877-563-4164 Ext. 17  
<https://www.linkedin.com/in/hazel-rivera-146121127/>  
 Please allow 24-48 hrs for email response.

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, September 5, 2017 10:45 AM  
 Type: Incoming  
 Contact: Pacer BK Scrub  
 Subject:

Created by ARIVERA on Tuesday, September 5, 2017 10:45 AM  
 Last changed by kcordell on Tuesday, September 5, 2017 7:00 PM  
 No follow up requested

No Records Found

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, September 5, 2017 10:45 AM  
 Type: Incoming  
 Contact: Skip Trace  
 Subject:

Created by ARIVERA on Tuesday, September 5, 2017 10:45 AM  
 Last changed by kcordell on Tuesday, September 5, 2017 7:00 PM  
 No follow up requested

Current address according to TLO:

728 NECTARINE CT  
 HENDERSON, NV 89014-4034  
 (CLARK COUNTY)

(702) 565-7330 (PT) (L) (100%) [Feedback]  
 (702) 379-3011 (PT) (M) (99%) [Feedback]  
 (702) 644-5442 (PT) (88%) [Feedback]  
 (702) 379-3012 (PT) (68%) [Feedback]  
 (702) 565-0592 (PT) (L) (66%) [Feedback]  
 (775) 823-6200 (PT) (66%) [Feedback]  
 (702) 413-0517 (PT) (3%) [Feedback]  
 (702) 812-6823 (PT) (3%) [Feedback]

Account: 0002003191-Lisa Bryant  
 Date: Tuesday, August 29, 2017 11:31 AM  
 Type: Incoming  
 Contact: RESPA Hello Letter  
 Subject:

Created by SDUFFY on Tuesday, August 29, 2017 11:31 AM  
 Last changed by kcordell on Tuesday, August 29, 2017 7:00 PM  
 No follow up requested

RESPA Hello Letter printed and mailed.